

**Wolfgang Krell**



# **Vision of Volunteering in Times of Crises**

**10th Int. Scientific Conference  
for Researchers of Civil Society  
Moscow - Russia  
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# Volunteer Center Augsburg



- 1997 founded – since then constantly growing
- Organised as a non-profit limited society
- Non-governmental organisation – with a catholic association for social service in the background
- Local Volunteer Center in the City of Augsburg with 300.000 inhabitants – 70 km in the east of Munich in Bavaria



# Our mascots



## Freya and Willi-

A rhino and a bird, a cattle egret

Living together in Africa in symbiosis –  
a win-win-situation for both

***„Everyone can do something – and  
even the weak can help the strong  
one!“***



# Tasks as Volunteer Center



- Information, counseling and brokerage of interested citizens
- Cooperation with NGOs (665 partners) to support their volunteer management
- Promoting volunteering for everyone:  
e.g. Volunteer Fair
- Projects with volunteering:  
new ideas – new needs – new cooperations



# Refugee Crisis 2015



- Almost 1 million refugees came to Germany
- Thousands of citizens volunteered in the help for refugees
- Start of new volunteering projects with the Refugee Pilots (in the quarters of the city) and the Refugee Mentors (for unaccompanied minor refugees)
- Spontaneous volunteering
- Active citizens made integration possible
- Volunteers supported the government



# COVID-19 Crisis 2020



- COVID-19 pandemic all over the world
- 2. wave from 11-2020 to 03-2021 in Germany
- Well established system of formal volunteering: e.g. Red Cross and other associations for first aid, civil protection
- Spontaneous volunteering: in Augsburg at the VC 1.400 citizens interested in helping
- Volunteers supported the government  
e.g. tracking of contact persons, support of test centers, residential care homes and vaccination centers
- Start of new projects at the VC



# Response of the VC

- **Neighborhoodly Help**

shopping, going out with pets

- **Transport Service**

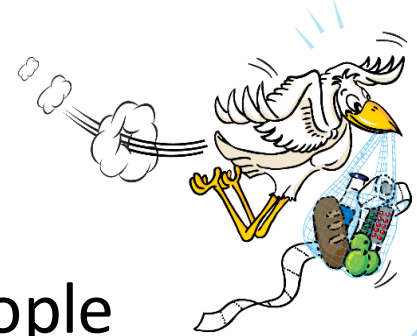
for old, sick and handicapped people

- **Telephone Befriending**

- **Sewing masks**

- **Support of local Food bank and Meal Service for homeless people**

- **Cultural events one-to-one and Court Yard Concerts**



# Experience in times of crises



- **Many citizens interested in volunteering**
  - Make volunteering possible in many different forms
- **Safety of clients and safety of volunteers are important**
  - Look for clear rules for prevention and protection
- **Spontaneous volunteering versus organized volunteering**
  - Stay open for citizens wishing to volunteer
- **Crisis Preparedness**
  - Local infrastructure for support of volunteering needed
  - Staying flexible and creative in response to crises and emergencies





# IAVE Research

## The Covid-19 Experience



Research of national leadership organisations of volunteering (VLO)  
published September 2021 – [www.iave.org](http://www.iave.org)

- VLOs being involved in more partnerships, working to mobilize, support and advocate for volunteering
- VLOs having an important role in creating an enabling environment for volunteering
- New opportunities and/or changed priorities for capacity building work of VLO
- VLOs continuing and/or increasing their support for volunteer mobilization



# Vision of Volunteering



- Active citizens are important for spontaneous support in times of crises
- Volunteers offer an extra for the society that government and professional organisations can't deliver
- Volunteering is crucial for a society which is open minded, creative and supportive to people in need



# Contact



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